

What I would like to say to club managers!

I feel so privileged to have the opportunity to work with so many leaders in the Club Management World. I get to talk to them, ask questions, listen to the challenges they face and get an insight into the lives they are living. One of the things I would like to say to all of them and all of you is thank you. Beyond that, here are five messages I would like to send out that I think could make every leader in this industry more powerful.

Be true to yourself! Be Authentic!

Who are you anyway? You are in a field that demands a lot. You have a lot of different types of members with a wide variety of personalities and expectations. One trap that is easy to fall into is that you can be everything for everyone - or at least die trying. Being great actors can be a skill set that managers employ so that they can be what everyone needs them to be. The challenge with that strategy is that it leaves you and everyone else guessing who you really are. When the day comes where you can be who you are and you allow people to either like that or not, there is a great freedom. I am not talking about arrogance, I am talking about peace. When you can simply be you without trying to remember which you, you need to be, it is easier.

Work Less, Live More!

I am not suggesting that you become lazy and lose your credibility as a leader with a strong work ethic. I am suggesting that living a great life adds to your ability to be a great leader. If you are living a life that gives you time for your health, your family and your passions it impacts your attitude, your energy and your thinking. Do you live to work, or work to live? Everyone is watching you! That statement may immediately make a club manager think they should stay longer, work harder and be present for everyone. If you are a leader, the people following you are watching to see if they want to live the life you are leading. The people you are serving are judging you on results, not time. For those who are judging you on time vs. results, they don't appear to have the best interests of you or the club in mind.

Learn that vulnerability can be a strength!

Most managers, especially the male ones, have been taught that vulnerability is a sign of weakness. For some this shows up by never letting people see you have challenges. For some it shows up by appearing to always needing to be right. They don't want to let anyone know they have made a mistake. I have found the opposite to be true. Acting as if you are invulnerable is not always a strength - in some ways it is a weakness. When leaders are willing to own up to their mistakes or shortcomings they tend to gain respect and support. When people see you acting like you "have it all together", and you don't it doesn't do much to build trust.

Care about your people!

This seems so obvious that I hesitated bringing it up. The greatest and most expensive resource you have over time is your people. It is shocking to see how many leaders seem to be more concerned about themselves and their personal success, than the success of the people that will ultimately determine their success. Caring about them builds energy! Caring about them enough to hold them to high standards that support them in reaching their potential builds loyalty and respect. Caring enough about them to make sure they will win in their careers and their lives, whether it is in your employ or not, is a gift they deserve. I am always amazed when I see people in the service industry who seem to have a disdain for the people they serve. It is just as interesting to see leaders who don't seem to care about their people. The great leaders that Shelley MacDougall and I talk to in the Extraordinary Leader Program show the great trait of humility when they illustrate that it is not all about them.

Asking for help is not a weakness!

It seems to me that that top people in any field are brilliant at asking for help. They are followed by the ones who know it all and the ones that don't want anyone to know they don't know it all. I would suggest to anyone that they get all of the help they can. Use the resources that are available. Don't stop learning! If you ever think you have arrived and that you don't need to learn anymore, please call me, immediately. I truly think that is one of the fastest ways to achieve career bankruptcy.

It is my hope that one to five of these thoughts might support you in your career and in your life. Both of those things might seem very long but the truth is they are relatively short. Please do all you can to set yourself up for Extraordinary Success in both.